

05-03-04

2143

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit 2143

Examiner Azizul Q. Choudhury

In Re:

Stefaan Coussement

Case:

P4644

Serial No.:

09/757,728

Filed:

01/09/2001

Subject:

System for Reporting Client Status Information to Communications-

Center Agents

RECEIVED

To:

The Commissioner of Patents and Trademarks

Washington, D.C. 20231

MAY 0 6 2004

Technology Center 2100

Dear Sir,

Information Disclosure Statement Under 37 C.F.R. 1.97

Enclosed herewith is an Information Disclosure Statement (IDS) by Applicant listing seven (7) references received from the European search report (copy enclosed), mailed 03/15/2004. Applicant desires that the references be entered in the above-referenced case as relevance dictates.

Statement under 1.97(e)

Each item of information contained in this IDS was cited in a communication from a foreign patent office in a counterpart foreign patent application not more than three months prior to the filing of such IDS. There are no listed references which are not in the English language.

In accordance with rule 1.97(c)(1), no additional fee is required. Please charge any deficiency to Deposit Account No. 50-0534.

Respectfully submitted,

Stefaan Valere Albert Coussement

by

Donald R. Boys

Reg. No. 35,074

Central Coast Patent Agency, Inc. P.O. Box 187 Aromas, CA 95004 (831) 726-1457

PTO/SB/08A (08-03)

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Complete if Known		
Application Number	09/757,728	
Filing Date	01/09/2001	
First Named Inventor	Stefaan Coussement	
Art Unit	2143	
Examiner Name	Azizul Q. Choudhury	
Attorney Docket Number	P4644	

				U. S. PATENT D	OCUMENTS	
Examiner Initials*	Cite No.1	-	Document Number umber-Kind Code ^{2 (if known)}	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
	 	US-		00.40.4000		-
	<u> </u>		5,884,032 A	03-16-1999	Bateman et al.	
		US-	5,907,547 A	05-25-1999	Foladare et al.	
		UŞ-	6,064,730 A	05-16-2000	Ginsberg	
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		FORE	IGN PATENT DOCU	MENTS		
Examiner Initials*	Cite No.1	Foreign Patent Document	Publication Date	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages	Ι,
		Country Code ^{3 -} Number ^{4 -} Kind Code ⁵ (if known)	MM-DD-YYYY		Or Relevant Figures Appear	Τ°
		WO 00 22802 A	04-20-2000	Templeton		
		WO 99 14930 A	03-25-1999	Genesys Telecom Lab		
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Examiner		Date	
Signature		Considered	

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. Applicant's unique citation designation number (optional). See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. Senter Office that issued the document, by the two-letter code (WIPO Standard ST.3). For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. Applicant is to place a check mark here if English language Translation is attached.

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 (1-800-786-9199) and select option 2.

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INFO	INFORMATION DISCLOSURE		Filing Date	01/09/2001				
(Use as many sheets as necessary)		First Named Inventor	Stefaan Coussement					
		Art Unit	2143					
		Examiner Name	Azizul Q. Choudhury					
Sheet	1	of	2	Attorney Docket Number	P4644			

		NON PATENT LITERATURE DOCUMENTS	
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
		MICHAEL BILL, "Hey Buddy ", COMMWEB, 'Online!, May 11, 2000, XP002270636, Retrieved from Internet: <url:http: article="" ct="" m20001026@0002="" www.convergence.com="">, 'retrieved on 02/17/2004</url:http:>	
		ANDREW SILVER ET AL.: "Unified Network Presence Management," Nortel Network Wireline Solutions, May 21, 2000, XP002195089, Retrieved from Internet: <url:http: documents="" larkinws2.pdf="" market-research="" www.wow-com.com="">, 'retrieved on 03/28/2002</url:http:>	
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		MAY 0 6 2004	
		Technology Center 2100	
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Examiner	Date	
Signature	Considered	

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Applicant's unique citation designation number (optional). 2 Applicant is to place a check mark here if English language Translation is attached.

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"Express Mail" Mailing Label Number: **EV445461241US**

Date of Deposit: <u>04/30/2004</u> Ref: Case Docket No.: <u>P4644</u>

First Named Inventor: Stefaan Valere Albert Coussement

Serial Number: <u>09/757,728</u> Filing Date: <u>01/09/2001</u>

Title of Case: System for Reporting Client Status Information to Communications-

Center Agents

I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner of Patents and Trademarks, Alexandria, VA 22313.

- 1. Information Disclosure Statement.
- 2. Cover Letter for Information Disclosure Statement.
- 3. Copies of 7 publications cited in the IDS.
- 4. Copy of European search report for application number EP 02 00 0168.
- 5. Certificate of express mailing.
- 6. Postcard listing contents.

Mark A. Boys

(Typed or printed name of person mailing paper or fee)

(Signature of person mailing paper or fee)